Establishing a Telehealth Center in Your Library

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SPEAKERS

- **Moderator:** John Windhausen Jr., executive director, SHLB Coalition
- **Craig Settles,** industry consultant
- **Michael Williams,** president, Indiana Library Federation
- **Brian Hubbard,** senior manager of customer services, ENA
Driving Broadband, Healthcare Success!
Biography

• Knows telehealth up close and personal
• Specialties: broadband strategy, needs assessment, telehealth strategy
• Contact info: 510-387-4176, craig@cjspeaks.com
Objectives For This Presentation

• Present a foundation for needs assessment
• Inspire to push the envelope
Needs Analysis - Don’t Leave Home Without It

- The people needing the services ALWAYS most important
- Test all elements of technology
- When possible, affordable - do pilot
Know Your People Quantitatively

• State, county, city dept of health
• Research companies (Pew, Gartner)
• Government agencies (CDC, HRSA)
• Integrate with broadband data
Know Your People Qualitatively

- Healthcare professionals
- Broadband stakeholders
- Community leaders
- Econ Dev leaders (IEDC survey)
Unofficial Community Leaders Key

- Those whom people trust
- Barbershops, hairdressers, preachers
- Recruit ambassadors
- When the marketing starts...
Grab Your Partner

• There’s no need to go it alone
• Libraries, schools, social workers, the unconventional
• Real estate, mobile real estate
What's next?

- Learn about telehealth
- Learn about broadband
- Plan your needs assessment
- Push the envelope!!!
• Contact info: 510-387-4176, craig@cjspeaks.com
• Guide to Connecting Library Patrons to Better Health
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President, Indiana Library Federation

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How it all started...
MIKE WILLIAMS
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Brian Hubbard
Senior Manager of Customer Services, ENA
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Four Steps for Building a Robust Library Infrastructure
Broadband

• Today’s libraries require more than just a connection.

• Make sure you understand how much bandwidth (or the amount of data passing through network cables) is needed for specific activities (downloading, streaming, browsing, uploading, video conferencing, etc.).

• To support and facilitate high-quality telehealth experiences, libraries need fiber-based, dedicated bandwidth that enables them to support two-way video.
Wi-Fi

• Reliable, high-speed Wi-Fi is necessary to support and enable library patrons’ unique and diverse needs.

• Libraries must be prepared to support ALL devices — everything from aging laptops and tablets to the newest Chromebooks their students are bringing into their libraries.

• Managed Wi-Fi services enable libraries to deliver the best experiences for patrons, which is a critical component of creating and sustaining a successful telehealth program.
Video Conferencing

- There are so many choices!

- It is critical to align the video conferencing tool you are using with local healthcare providers.

- Libraries need to plan around what other tools are needed — it could be more than video tools. It is important to create relationships with healthcare providers and have conversations with them to make sure you have the technology tools in place to deliver the best possible telehealth experiences.
Facility and Staff

- Patrons need a safe, private, and comfortable place to conduct their telehealth sessions.
- This space needs to be outfitted with the technology required to facilitate a seamless experience.
- Libraries need to have procedures in place and staff members available who can assist with setting up the telehealth sessions for those patrons who are not as digital savvy.
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Moderated Q&A

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